

11 December 2023



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

Anon

fyi-request-24513-3d5c0012@requests.fyi.org.nz

Kia ora

Your Official Information Act request, reference: GOV-029179

Thank you for your request of 24 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

Please provide me with the total number of complaints received by ACC from the dates 01/01/2018 to 24/11/2023, by month.

Please provide me with a description of what information is captured about complaints and reviews in your databases. Please provide me with a descriptive list of what information can be collated.

In response GOV-028562 you mentioned that there were 8 teams that deal with complaints and reviews. However, there is no information as to their delegated authority or their function. Thus, I request a full copy of the delegated authority for these 8 teams, by the name of the role within each team.

We have received multiple requests from you for information about complaints and delegations

Please note that future requests for this information will be refused under section 18(h) as we consider them frivolous and vexatious.

Information about complaints

We have published OIA responses containing complaints data, here: www.acc.co.nz/assets/oia-responses/resolutions-and-privacy-complaints-data-oia-response-gov-026042.pdf and here: www.acc.co.nz/assets/oia-responses/code-complaints-and-reviews-oia-response-GOV-021834.pdf. ACC's website contains policies about complaints and reviews. We refer you to those policies for further information about complaints and how they are recorded: www.acc.co.nz/resources/#/category/14.

Our response of 27 October 2023 (ref: GOV-028448) contains the Delegation Framework

We refer you to that response for this information.

As this information may be of interest to other members of the public

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available www.acc.co.nz/resources/#/category/12.

If you are not happy with this response

You can contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Sara Freitag', written in a cursive style.

Sara Freitag
Manager, Official Information Act Services
Government Engagement